

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SHIRLEY AND JOE E. WILLOUGHBY

COMPLAINANTS

v.

NICHOLAS COUNTY WATER DISTRICT

DEFENDANT

CASE NO. 97-262

ORDER TO SATISFY OR ANSWER

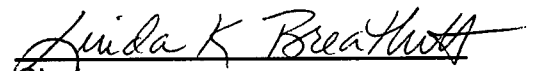
Nicholas County Water District ("Nicholas Water") is hereby notified that it has been named as defendant in two formal complaints filed on May 13, 1997, copies of which are attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Nicholas Water is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaints within 10 days from the date of service of this Order.

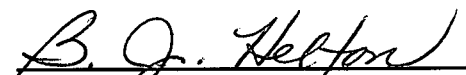
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 9th day of June, 1997.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director

97-00975  
RJ

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED  
MAY 14 1997  
PUBLIC SERVICE  
COMMISSION

In the Matter of:

Shirley Willoughby  
(Your Full Name)  
COMPLAINANT

VS.

Nicholas County Water District  
(Name of Utility)  
DEFENDANT

Case No. 97-262

C O M P L A I N T

The complaint of Shirley Willoughby respectfully shows:  
(Your Full Name)

(a) Shirley Willoughby  
(Your Full Name)

1125 East Union Rd. Carlisle, Ky. 40311  
(Your Address)

(b) Nicholas County Water District  
(Name of Utility)

Main St. Carlisle, Ky. 40311  
(Address of Utility)

(c) That: I am not satisfied with our water  
(Describe here, attaching additional sheets if

service. The water service is off too  
necessary, the specific act, fully and clearly, or facts

much and I'm never aware when the  
that are the reason and basis for the complaint.)

service will be off or when it will be on

Formal Complaint

Shirley Willoughby vs Nicholas Co Water District  
(Your Name) (Utility Name)

Page 2

I always receive the answering machine  
when I have a problem or have no service.  
These problems have been here for at  
least 3 years. When I do speak with  
the water office, I feel I'm put off and  
it's not that important. I do my part  
in paying my bill I expect to have good  
water service in return

Wherefore, complainant asks I need to be notified when  
(Specifically state the

water will be turned off. ② I want mechanical  
relief desired.)  
problems repaired quickly or given a time and keep  
to it. ③ 24 hour emergency number with a repre-  
sentative not a machine. ④ I would like to speak  
with someone locally instead of just secretaries  
all the time.

Dated at Paris, Kentucky, this 9 day  
(Your City)

of May, 1997.  
(Month)

Shirley Willoughby  
(Your Signature)

Expires  
1999

(Name and address of attorney, if any)

97-58960  
RECEIVED

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

MAY 13 1997

PUBLIC SERVICE  
COMMISSION

In the Matter of:

Joe E. Willoughby  
(Your Full Name)  
COMPLAINANT

VS.

Nicholas County Water District  
(Name of Utility)  
DEFENDANT

Case No. 97-58960

C O M P L A I N T

The complaint of Joe E. Willoughby respectfully shows:  
(Your Full Name)

(a) Joe E. Willoughby  
(Your Full Name)

1185 East Union Rd Carlisle, Ky  
(Your Address)

(b) Nicholas County Water District  
(Name of Utility)

Main St. Carlisle, Ky. 40311  
(Address of Utility)

(c) That: I am not satisfied with our water  
(Describe here, attaching additional sheets if

service. The water service is off too much and I'm  
necessary, the specific act, fully and clearly, or facts

never aware when the service will be off  
that are the reason and basis for the complaint.)

or when it will be on. I always receive the

Formal Complaint

Joe E Willoughby vs Nicholas Co. Water District  
(Your Name) (Utility Name)

Page 2

answering machine when I have a problem  
or have no service. These problems have been  
here for at least 3 years. When I do speak  
with the water office, I feel I'm put off  
and it's not that important. I do my part  
in paying my bill, I expect to have good  
water service in return

Wherefore, complainant asks I need to be notified when  
(Specifically state the

water will be turned off. ② I want mechanical  
relief desired.)  
problems repaired quickly or given a time  
and keep to it. ③ 24 hour emergency number  
with a representative not a machine

Dated at Carlisle, Kentucky, this 9 day  
(Your City)

of May, 19 97.  
(Month)

Expires  
1999

Joe E Willoughby  
(Your Signature)  
1185 E. Union Road  
Carlisle, KY 40311  
(Name and address of attorney, if any)